

# Hospitality Career Pathway

MISSOURI ECONOMIC RESEARCH & INFORMATION CENTER  
MISSOURI DEPARTMENT OF HIGHER EDUCATION  
& WORKFORCE DEVELOPMENT  
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## What are Career Pathways?

Career Pathways are groups of occupations within a career field. Occupations within a pathway share common skills, knowledge, and interests. The pathways use industry-recognized credentials and are examples of how different levels of training or education can help provide opportunities for career advancement.

### Missouri Numbers:



**16,516 Employers**



**308,672 Workers**



**\$27,733 Average Wage**

### Why Have a Career in Hospitality?

Hospitality represents 12.5 percent of total private sector employment, employing over 308,600 workers in more than 16,500 businesses in 2023. Hospitality employment grew an average of 0.2 percent per year from 2018 to 2023. Hospitality industry wages averaged \$27,733 in 2023, lower than the state average of \$62,563 for all industries due to the large number of entry-level jobs in this industry. Some occupations within Hospitality have higher pay and can be entered into with on-the-job experience. For example, average wages for a *Food Service Manager* are \$64,420 and average wages for *Lodging Managers* are \$71,380.

There are various careers in the Hospitality fields of Administrative & Support Services, Sales & Marketing, Food Service, and Entertainment.

### Know the Basics

The Hospitality industry depends on the ability to deliver products and services to customers in a timely and courteous manner, so dependability, adaptability, and flexibility are necessary. Soft skills, such as interpersonal skills, professionalism, and dependability, are especially important in customer service occupations found in the Hospitality industry. The ability to communicate with customers and co-workers is crucial for success in this industry.

### Skills needed for Success:

Hospitality careers have industry-wide technical competencies that represent the knowledge and skills necessary to be successful in this industry. Quality assurance, cost control, marketing, and sales, as well as knowledge of operations and procedures are some of the skills that may be necessary for success.

### Who's Hiring in Missouri?

**Marriott International, Inc.**  
**Sonic**  
**Domino's**  
**Hilton Hotels & Resorts**  
**Taco Bell**



## Administration & Support Services

## Sales & Marketing

### Now

#### Short-Term On-the-Job Training

**Hotel, Motel, and Resort Desk Clerks**  
Entry: \$27,720 Average: \$29,990

**Janitors and Cleaners**  
Entry: \$28,950 Average: \$33,830

**Landscaping and Groundskeeping Workers**  
Entry: \$34,260 Average: \$38,560

**Certificates:** Landscape Architect, Business Administration Certificates

**Customer Service Representatives**  
Entry: \$34,540 Average: \$43,280

**Cashiers**  
Entry: \$27,080 Average: \$29,380

**Retail Salespersons**  
Entry: \$27,680 Average: \$35,700

**Certificates:** Retailing and Retail Operations, Business Administration Certificates

### Next

#### Certificate, Associate Degree, Apprenticeship, Moderate- to Long-Term On-the-Job Training

**Bookkeeping, Accounting, & Auditing Clerks**  
Entry: \$36,730 Average: \$46,990

**Lodging Managers**  
Entry: \$45,430 Average: \$71,380

**First-line Supervisor of Housekeeping & Janitorial**  
Entry: \$36,480 Average: \$44,280

**Degrees:** Accounting Technology/Technician and Bookkeeping, Hospitality Administration/Management  
**Certificates:** QuickBooks

**First-line Supervisor of Retail Sales Workers**  
Entry: \$35,040 Average: \$49,020

**Advertising Sales Agents**  
Entry: \$45,610 Average: \$61,840

**First-line Supervisor of Non-Retail Sales Workers**  
Entry: \$63,660 Average: \$92,940

**Degrees:** General Merchandising, Sales, and Related Marketing Operations  
**Certificates:** Retailing and Retail Operations

### Later

#### Bachelor's Degree or Advanced Degree

**Accountants and Auditors**  
Entry: \$52,830 Average: \$84,540

**Administrative Services Managers**  
Entry: \$65,560 Average: \$99,260

**Human Resources Specialists**  
Entry: \$47,080 Average: \$67,480

**Degrees:** Accounting, Finance, Business Administration & Management, Human Resources Management

**Market Research Analysts & Marketing Specialists**  
Entry: \$45,400 Average: \$73,200

**Sales Managers**  
Entry: \$71,750 Average: \$130,680

**Public Relations Specialists**  
Entry: \$48,320 Average: \$68,740

**Degrees:** Marketing, Business Administration and Management, Business/Commerce, Public Relations

#### Sources:

Lightcast™

Employment and Training Administration, Competency Model Clearinghouse  
2023 Occupational Employment and Wage Statistics, U.S. Bureau of Labor Statistics  
Quarterly Census of Employment and Wages, U.S. Bureau of Labor Statistics  
Top employers data is based on 2024 online job ads



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## Food Service

## Entertainment

### Now

#### Short-Term On-the-Job Training

**Cooks, Fast Food**

Entry: \$27,320 Average: \$28,820

**Waiters & Waitresses**

Entry: \$27,290 Average: \$36,810

**Bartenders**

Entry: \$24,960 Average: \$35,600

**Certificates:** ServSafe Alcohol, ServSafe Food Handler, Certified Restaurant Server

**Amusement & Recreation Attendants**

Entry: \$25,200 Average: \$28,470

**Ushers, Lobby Attendants, & Ticket Takers**

Entry: \$26,470 Average: \$30,110

**Gaming Dealers**

Entry: \$25,270 Average: \$41,140

**Certificates:** Gaming Dealer License

### Next

#### Certificate, Associate Degree, Apprenticeship, Moderate- to Long-Term On-the-Job Training

**Cooks, Restaurant**

Entry: \$29,130 Average: \$34,000

**Bakers**

Entry: \$28,340 Average: \$33,250

**Food Service Managers**

Entry: \$46,090 Average: \$64,420

**Degrees:** Restaurant, Culinary, and Catering Management/Manager  
**Certificates:** Certified Pastry Culinarian (CPC), Certified Baker, ServSafe Food Protection Manager Certification

**Audio and Video Equipment Technicians**

Entry: \$43,310 Average: \$57,170

**Umpires, Referees, & other Sports Officials**

Entry: \$28,820 Average: \$45,950

**Photographers**

Entry: \$30,060 Average: \$46,750

**Degrees:** Drama and Dramatics/Theatre Arts, Photography  
**Certificates:** Digital Arts, Timekeeper, Marital Arts Judge, Boxing Referee

### Later

#### Bachelor's Degree or Advanced Degree

**General & Operations Managers**

Entry: \$49,690 Average: \$98,520

**Degrees:** Business Administration & Management

**Coaches & Scouts**

Entry: \$31,140 Average: \$52,050

**Museum Technicians & Conservators**

Entry: \$38,520 Average: \$48,430

**Film and Video Editors**

Entry: \$40,970 Average: \$52,230

**Degrees:** Graphic Design, Art History, Sport and Fitness Administration/Management, Physical Education Teaching and Coaching

#### Sources:

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Employment and Training Administration, Competency Model Clearinghouse  
2023 Occupational Employment and Wage Statistics, U.S. Bureau of Labor Statistics  
Quarterly Census of Employment and Wages, U.S. Bureau of Labor Statistics  
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